

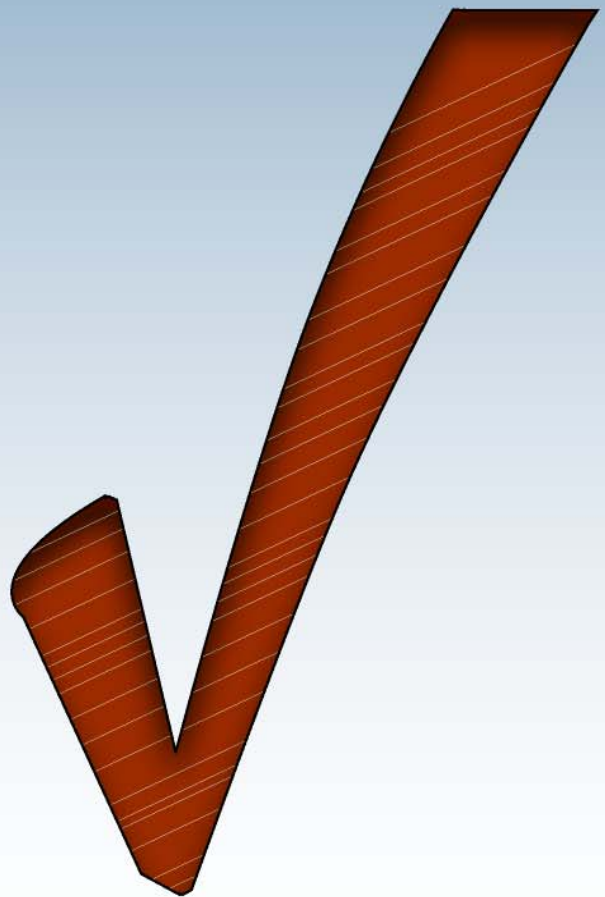
2006 Maryland Medicaid Managed Care CAHPS 3.0H Satisfaction Survey Executive Summary



Prepared for:

DHMH

*Maryland Department of
Health and Mental Hygiene*





Background

As part of the federally required quality assurance plan, the State of Maryland Department of Health and Mental Hygiene (DHMH) conducts annual surveys to measure adult and child enrollee satisfaction with services provided by the managed care organizations (MCO's) participating in the HealthChoice Program, Medicaid's managed care program.

DHMH selected The Myers Group, an NCQA-Certified HEDIS^{®1} Survey Vendor, to conduct its 2006 CAHPS[®] 3.0H Medicaid Adult and Child Member Satisfaction Surveys.

Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) is a set of survey tools developed to assess patient satisfaction with their health plan. Developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and NCQA, the CAHPS[®] 3.0H survey is the most comprehensive tool available for assessing consumers' experiences with their health plans.

This report summarizes results derived from the CAHPS[®] 3.0H Medicaid Adult and Child surveys as applied to HealthChoice MCOs and presents the findings by composites and ratings. The results are presented by Summary Rates or the percent of respondents who choose the most positive question responses as specified by NCQA.

The following seven MCO's participated in this survey:

- AMERIGROUP Maryland, Inc.,
- Diamond Plan,
- Helix Family Choice, Inc.,
- Jai Medical Systems MCO, Inc.,
- Maryland Physicians Care,
- Priority Partners, and
- UnitedHealthcare.

Methodology

The required sample size is 1,350 per plan in accordance with the NCQA protocol for adult Medicaid plans, and 3,490 per plan for child Medicaid with the chronic conditions measurement set. However, plans may oversample. Oversampling was done for the majority of the HealthChoice plans. HealthChoice plans were oversampled whenever possible, as seen in the table on the following page.

The survey contains question sets covering such topics as enrollment and coverage, access to and utilization of health care, communication and interaction with providers, interaction with health plan administration, self-perceived health status and respondent demographics.

The surveys were administered according to the protocol outlined by NCQA, which utilizes a four-wave mail with phone follow-up methodology. Separate surveys were conducted for adults and children. The child surveys were completed by the parent or guardian who knows the most about the child's health care. The child survey also included a measurement set to assess the experience of care for special needs children with chronic conditions.

¹ HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).



The department elected to add a Spanish option to the survey methodology this year. Enrollees received letters and postcards with English and Spanish instructions for completing the survey. The Myers Group set up separate Spanish help lines to accommodate members needing assistance with the survey. From the 10,982 Medicaid Adult Surveys mailed and the 22,652 Medicaid Child CCC Surveys mailed, The Myers Group collected:

- 3,050 responses from the eligible Medicaid Adult population,
- 3,442 responses from the eligible Medicaid Child general population, and
- 2,251 responses from the eligible Medicaid Child with Chronic Care Condition (CCC) population.

Adult

Medicaid Adult Surveys	AMERIGROUP Maryland, Inc.	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed	1620	1127	1620	1755	1620	1620	1620
Surveys Returned	447	255	462	444	484	537	421
Response Rate	28.4%	23.2%	29.1%	25.9%	30.6%	33.9%	27.5%

General Population

Medicaid Child CCC Surveys	AMERIGROUP Maryland, Inc.	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed	1,980	981	1,980	1,795	1,980	1,980	1,980
Surveys Returned	572	206	647	348	560	554	555
Response Rate	30.3%	21.7%	33.2%	20.1%	29.1%	29.1%	29.5%

CCC Population

Medicaid Child CCC Surveys	AMERIGROUP Maryland, Inc.	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed - General Population	1,980	981	1,980	1,795	1,980	1,980	1,980
Surveys Mailed - Supplemental Sample	2,280	0	1,144	0	2,280	2,280	2,280
Surveys Returned – Identified as CCC	381	39	354	98	463	475	441

*Please note for the child surveys that NCQA only provides a response rate for the general population. Children with Chronic Conditions survey returns are shown as a number only due to overlap of some children being from the general population that make up the CCC results.



Rating Questions

There are four rating questions that ask respondents to rate: (1) their PCP or nurse, (2) the specialist seen most often, (3) all their health care, and (4) the health plan. For each rating question, respondents were asked to provide ratings using an 11-point scale with “0” representing the worst rating and “10” the best rating. The Mean Score for HealthChoice MCOs are displayed below.

Medicaid Adult Survey Ratings	Rating of Personal Doctor (Q5)				Rating of Specialist (Q11)				Rating of Health Care (Q35)				Rating of Health Plan (Q52)			
	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003
HealthChoice Aggregate	8.5	8.4	8.6	8.5	8.3	8.2	8.3	8.4	8.1	8.1	8.3	8.2	8.0	8.0	8.1	8.0
AMERIGROUP Maryland, Inc.	8.3	8.0	8.4	8.3	8.1	7.9	8.2	8.4	8.1	8.0	8.0	8.0	8.0	7.9	8.0	8.0
Diamond Plan	7.9	8.1	NA	NA	8.1	7.4	NA	NA	7.4	7.7	NA	NA	7.5	7.5	NA	NA
Helix Family Choice, Inc.	8.7	8.5	8.6	8.6	8.1	8.3	8.3	8.4	8.4	8.3	8.4	8.2	8.4	8.2	8.3	8.2
Jai Medical Systems MCO, Inc.	8.8	8.8	8.8	8.8	8.3	8.5	8.2	8.1	8.1	8.3	8.2	8.4	8.2	8.2	8.3	8.2
Maryland Physicians Care	8.4	8.6	8.4	8.7	8.4	8.2	8.5	8.4	8.3	8.1	8.3	8.2	7.9	7.9	7.8	8.0
Priority Partners	8.6	8.4	8.7	8.4	8.6	8.2	8.3	8.5	8.1	8.1	8.6	8.2	7.9	8.1	8.2	8.1
UnitedHealthcare	8.3	8.3	8.5	8.6	8.2	8.3	8.4	8.1	8.2	8.1	8.3	8.3	7.7	7.8	7.9	8.0

Medicaid Child Survey Ratings General Population	Rating of Personal Doctor (Q5)				Rating of Specialist (Q15)				Rating of Health Care (Q51)				Rating of Health Plan (Q88)			
	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003
HealthChoice Aggregate	8.8	8.4	8.9	8.9	8.5	8.4	8.4	8.4	8.8	8.8	8.8	8.8	8.6	8.6	8.6	8.6
AMERIGROUP Maryland, Inc.	8.7	8.8	8.8	8.7	8.4	8.0	7.7	8.3	8.7	8.9	8.6	8.8	8.7	8.7	8.5	8.7
Diamond Plan	8.4	8.3	NA	NA	7.9	6.4	NA	NA	8.5	8.5	NA	NA	8.2	8.0	NA	NA
Helix Family Choice, Inc.	8.9	9.1	8.9	8.9	8.5	8.7	8.6	8.1	9.0	8.9	8.9	8.7	8.8	8.8	8.8	8.5
Jai Medical Systems MCO, Inc.	9.0	9.2	9.1	9.1	8.6	8.8	8.3	7.9	8.9	8.9	8.8	8.8	8.4	8.6	8.4	8.3
Maryland Physicians Care	8.8	8.8	9.0	8.9	8.4	8.4	8.8	8.5	8.9	8.8	8.7	8.7	8.8	8.7	8.6	8.6
Priority Partners	9.0	8.7	8.9	8.8	8.6	8.5	8.6	8.4	8.8	8.8	8.8	8.7	8.6	8.6	8.7	8.6
UnitedHealthcare	8.8	8.7	8.8	9.0	8.7	8.1	8.5	8.7	8.8	8.6	8.7	8.8	8.6	8.3	8.5	8.5

Medicaid Child Survey Ratings CCC Population	Rating of Personal Doctor (Q5)				Rating of Specialist (Q15)				Rating of Health Care (Q51)				Rating of Health Plan (Q88)			
	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003
HealthChoice Aggregate	8.8	8.8	8.9	8.9	8.7	8.4	8.5	8.5	8.7	8.6	8.7	8.7	8.4	8.3	8.4	8.3
AMERIGROUP Maryland, Inc.	8.8	8.9	8.7	8.8	8.5	8.4	8.4	8.4	8.6	8.7	8.4	8.6	8.4	8.4	8.1	8.4
Diamond Plan	7.9	8.7	NA	NA	7.9	7.8	NA	NA	7.7	8.9	NA	NA	7.4	8.5	NA	NA
Helix Family Choice, Inc.	8.8	9.1	9.0	9.0	8.5	8.8	8.6	8.4	8.7	8.8	8.8	8.8	8.6	8.8	8.6	8.5
Jai Medical Systems MCO, Inc.	9.1	9.4	9.0	9.2	8.6	8.9	7.9	7.7	8.9	8.9	8.5	8.7	8.4	8.7	8.1	8.0
Maryland Physicians Care	8.8	8.8	8.9	8.9	8.9	8.3	8.4	8.4	8.7	8.6	8.7	8.6	8.3	8.5	8.3	8.3
Priority Partners	9.0	8.7	8.9	8.9	8.6	8.7	8.4	8.8	8.8	8.5	8.7	8.7	8.4	8.3	8.6	8.4
UnitedHealthcare	8.9	8.6	8.9	8.9	8.8	8.1	8.5	8.3	8.6	8.3	8.7	8.7	8.3	7.9	8.4	8.1



Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rate or Three-Point scores of the questions comprising a composite.

Getting Needed Care

The level of difficulty reported by members as a big problem, a small problem, or not a problem with getting access to physicians, specialists, and necessary care; and delays while waiting for approval for care.

Getting Care Quickly

Satisfaction with the frequency of always, usually, sometimes, or never getting help/advice when calling physician's office, getting appointments for routine and illness/injury care, and time spent waiting past appointment time to see a provider.

How Well Doctors Communicate

Satisfaction with whether the providers always, usually, sometimes, or never listen, explain care issues, show respect, and spend enough time with members. Please note that scores for 2003 were recalculated using the typical NCQA calculations for this composite to include usually and always as the summary score.

Courteous and Helpful Office Staff

Satisfaction with whether the medical staff always, usually, sometimes, or never show courtesy/respect and are helpful to members. Please note that scores for 2003 were recalculated using the typical NCQA calculations for this composite to include usually and always as the summary score.

Customer Service

The level of difficulty reported by members as a big problem, a small problem, or not a problem in understanding the plan's written materials and getting help when calling customer service.



State of Maryland – 2006 Executive Summary
Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Medicaid Adult Survey Composite Scores	Getting Needed Care				Getting Care Quickly				How Well Doctors Communicate				Courteous & Helpful Office Staff				Customer Service			
	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003
HealthChoice Aggregate	72%	72%	72%	69%	70%	70%	72%	70%	85%	85%	86%	85%	88%	88%	89%	87%	69%	68%	69%	71%
AMERIGROUP Maryland, Inc.	67%	65%	64%	63%	67%	64%	68%	66%	82%	82%	84%	82%	87%	84%	87%	83%	73%	70%	71%	77%
Diamond Plan	58%	64%	NA	NA	64%	67%	NA	NA	75%	83%	NA	NA	81%	87%	NA	NA	61%	59%	NA	NA
Helix Family Choice, Inc.	77%	76%	75%	72%	74%	73%	74%	71%	88%	86%	88%	84%	90%	89%	92%	90%	70%	70%	67%	73%
Jai Medical Systems MCO, Inc.	81%	78%	79%	74%	66%	72%	69%	68%	84%	86%	84%	87%	85%	89%	88%	87%	77%	79%	78%	68%
Maryland Physicians Care	73%	71%	69%	69%	73%	70%	75%	70%	87%	86%	87%	84%	91%	88%	89%	86%	68%	67%	70%	73%
Priority Partners	70%	72%	78%	69%	71%	70%	73%	70%	84%	86%	88%	87%	87%	88%	93%	88%	69%	71%	66%	69%
UnitedHealthcare	69%	71%	67%	68%	73%	71%	74%	72%	87%	85%	86%	84%	88%	89%	87%	88%	61%	59%	66%	65%

Medicaid Child Survey Composite Scores General Population	Getting Needed Care				Getting Care Quickly				How Well Doctors Communicate				Courteous & Helpful Office Staff				Customer Service			
	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003
HealthChoice Aggregate	81%	81%	81%	77%	80%	80%	78%	79%	93%	92%	92%	90%	92%	92%	91%	90%	76%	75%	77%	75%
AMERIGROUP Maryland, Inc.	80%	78%	76%	72%	75%	76%	72%	72%	91%	92%	90%	89%	90%	93%	88%	86%	78%	78%	75%	80%
Diamond Plan	73%	74%	NA	NA	80%	78%	NA	NA	93%	91%	NA	NA	91%	95%	NA	NA	74%	80%	NA	NA
Helix Family Choice, Inc.	85%	86%	82%	81%	81%	82%	81%	80%	93%	93%	93%	89%	94%	94%	93%	92%	81%	82%	82%	74%
Jai Medical Systems MCO, Inc.	83%	86%	81%	80%	77%	78%	78%	75%	94%	95%	95%	93%	90%	91%	93%	92%	81%	77%	83%	80%
Maryland Physicians Care	81%	81%	83%	79%	82%	83%	77%	80%	93%	91%	91%	90%	94%	92%	90%	91%	73%	72%	75%	76%
Priority Partners	82%	81%	83%	78%	80%	80%	79%	80%	91%	93%	92%	90%	90%	92%	91%	92%	73%	74%	76%	74%
UnitedHealthcare	79%	76%	80%	78%	81%	77%	79%	81%	92%	90%	91%	89%	93%	91%	91%	91%	75%	65%	76%	69%



State of Maryland – 2006 Executive Summary
Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Medicaid Child Survey Composite Scores CCC Population	Getting Needed Care				Getting Care Quickly				How Well Doctors Communicate				Courteous & Helpful Office Staff				Customer Service			
	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003
HealthChoice Aggregate	78%	78%	78%	74%	79%	78%	79%	79%	91%	91%	92%	91%	91%	92%	93%	92%	70%	69%	72%	70%
AMERIGROUP Maryland, Inc.	75%	75%	73%	68%	76%	77%	74%	75%	89%	91%	90%	91%	90%	92%	91%	90%	70%	73%	73%	75%
Diamond Plan	70%	77%	NA	NA	73%	77%	NA	NA	88%	96%	NA	NA	89%	97%	NA	NA	64%	90%	NA	NA
Helix Family Choice, Inc.	83%	82%	81%	80%	80%	81%	82%	81%	91%	94%	92%	91%	92%	94%	92%	93%	78%	78%	75%	77%
Jai Medical Systems MCO, Inc.	85%	86%	78%	69%	78%	73%	75%	78%	95%	94%	95%	93%	87%	87%	93%	89%	77%	65%	75%	66%
Maryland Physicians Care	78%	81%	79%	74%	79%	80%	79%	79%	92%	92%	93%	90%	91%	93%	94%	91%	70%	73%	70%	67%
Priority Partners	78%	78%	80%	77%	81%	78%	80%	82%	92%	91%	90%	92%	92%	91%	92%	92%	71%	67%	74%	72%
UnitedHealthcare	78%	73%	76%	75%	81%	76%	81%	80%	92%	88%	93%	91%	92%	90%	93%	93%	63%	62%	68%	63%

Medicaid Child Survey CCC Measurement Set Composite Scores	Access to Prescription Medicines	Access to Specialized Services	Family Centered Care: Personal Doctor or Nurse Who Knows Child	Family Centered Care: Shared Decision Making	Family Centered Care: Getting Needed Information	Family Centered Care: Coordination of Care
HealthChoice Aggregate	93%	84%	87%	84%	86%	76%
AMERIGROUP Maryland, Inc.	93%	83%	85%	80%	85%	74%
Diamond Plan	87%	71%	80%	72%	74%	67%
Helix Family Choice, Inc	94%	85%	88%	86%	85%	76%
Jai Medical Systems MCO, Inc.	95%	93%	87%	78%	91%	75%
Maryland Physicians Care	94%	87%	89%	84%	88%	78%
Priority Partners	92%	81%	89%	87%	87%	78%
UnitedHealthcare	91%	86%	86%	84%	87%	73%



Benchmarks

The 2006 Summary Rate composite and rating scores for State of Maryland – Medicaid Adult and Child (general) Aggregate are listed below. In order to assess how HealthChoice member satisfaction scores compare with other Medicaid adult and child plans nationwide, a national benchmark, Quality Compass^{® 2 and 3} 2005 is provided.

Medicaid Adult Composites/Ratings	2006 Summary Rates	Quality Compass 2005 (Medicaid Adult- Public Report)
Getting Needed Care	71.8%	74.9%
Getting Care Quickly	70.3%	73.5%
How Well Doctors Communicate	84.5%	86.8%
Courteous and Helpful Office Staff	87.5%	88.9%
Customer Service	68.6%	70.4%
Rating of Personal Doctor (Q5)	76.8%	77.6%
Rating of Specialist (Q11)	72.9%	76.1%
Rating of Health Care (Q35)	71.3%	73.8%
Rating of Health Plan (Q52)	69.1%	72.8%

Medicaid Child General Population Composites/Ratings	2006 Summary Rates	Quality Compass 2005 (Medicaid Child)
Getting Needed Care	81.2%	79.4%
Getting Care Quickly	79.5%	78.7%
How Well Doctors Communicate	92.5%	90.1%
Courteous and Helpful Office Staff	91.9%	90.9%
Customer Service	76.1%	72.1%
Rating of Personal Doctor (Q5)	85.0%	81.1%
Rating of Specialist (Q15)	77.3%	75.7%
Rating of Health Care (Q51)	84.8%	80.8%
Rating of Health Plan (Q88)	80.8%	77.6%

² The source for benchmark data contained in this publication is Quality Compass[®] 2005 data and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. The number of plan-specific samples used in the Quality Compass 2005 (Public-Report) measure is 64.

³ The source for the benchmark is a collection of CAHPS[®] 3.0 mean Summary Rates for the 36 Medicaid Child (Non CCC) samples that submitted data to NCQA in 2005, as appears in the CAHPS[®] Booklet.



CCC Population CCC Measurement Set Aggregate Composites*	2006 Summary Rates	2005 CAHPS CCC Benchmark*
Access to Prescription Medicines	92.8%	91.5%
Access to Specialized Services	84.4%	84.2%
Family Centered Care: Personal Doctor or Nurse who knows your child	87.3%	86.2%
Family Centered Care: Shared Decision Making	83.8%	81.5%
Family Centered Care: Getting Needed Information	86.3%	84.4%
Family Centered Care: Coordination Care	75.7%	76.3%

*2005 CAHPS® Medicaid Child CCC mean score (18 samples). CCC Benchmark data are only available for Composites and Ratings, not Attributes.

Conclusions

The following section identifies noteworthy trend and benchmark comparisons with respect to composite and rating areas.

Medicaid Adult Results

- The Medicaid Adult plan results are consistent with what has been seen in the previous survey results in the areas of Rating of Specialist, Rating of Health Plan, Rating of Personal Doctor, and Rating of Health Care for the adult population.
- The Medicaid Adult plans results show no significant changes in the five composite areas when compared to 2005.
- There have been few significant changes between the 2006 and 2005 member demographics. There was a significant increase in the number of members who have been with the health plan for less than two (2) years and in the number of members who defined their health status as “Excellent” or “Very good,” as well as a significant decrease in members who have been with the plan for 2 to 5 years.

Demographics – Medicaid Adult		2006	2005	Significance Testing
Duration with Plan	Less than 2 years	36.4%	33.5%	Sig. increase
	2 up to 5 years	32.3%	35.7%	Sig. decrease
Health Status	Excellent/Very good	36.7%	34.0%	Sig. increase

- There are significant differences between the Medicaid Adult plans and the Quality Compass benchmark for member demographics in the Respondent’s Gender, Age, Race/Ethnicity, Education, Duration with Plan, and Health Status.



- The Medicaid Adult plans score significantly lower than the Quality Compass benchmark in the Rating of Specialist, Rating of Health Care, and Rating of Health Plan.
- The Medicaid Adult plans score significantly lower than the Quality Compass benchmark in the following composite areas: Courteous and Helpful Office Staff, How Well Doctors Communicate, Getting Care Quickly, and Getting Needed Care.
- Key drivers are those health plan service areas that are positively tied to overall rating of the health plan. Depending on how HealthChoice health plan composite percentile rankings compare to Quality Compass 2005 (Public Report), The Myers Group provides the following information for use in developing HealthChoice action plans:

Opportunity (Investigate & Improve)

These plan service areas are considered Key Drivers of overall satisfaction among health plan members. HealthChoice's Summary Rate in these areas fall below the 50th percentile when compared to Quality Compass 2005 (Public Report) and are, therefore, considered an opportunity for HealthChoice Medicaid Adult plans.

	<u>Summary Rate</u>
Getting Needed Care	71.8%
How Well Doctors Communicate	84.5%
Customer Service	68.6%

Medicaid Child (General Population) Results

- The Medicaid Child general population results show no significant changes in the four rating areas.
- The Medicaid Child general population results show no significant changes in the five standard composite areas as compared to 2005.
- The Medicaid Child general population scores significantly higher than the Quality Compass benchmark for Rating of Personal Doctor, Rating of Health Care, and Rating of Health Plan.
- The Medicaid Child general population scores significantly higher than the Quality Compass benchmark in the Customer Service, How Well Doctors Communicate, and Getting Needed Care composite areas.
- There have been significant changes between 2006 and 2005 Medicaid Child general population demographics, specifically in the Child's Duration with Plan, Child's Age, and Child's Race/Ethnicity.



Demographics – Medicaid Child General		2006	2005	Significance Testing
Child's Duration with Plan	Less than 2 years	32.5%	28.8%	Sig. increase
	2 up to 5 years	37.9%	42.6%	Sig. decrease
Child's Age	0 – 4 years	30.9%	28.3%	Sig. increase
	14 or older	23.0%	26.5%	Sig. decrease
Child's Race/Ethnicity	White	35.7%	45.0%	Sig. decrease
	Asian	5.1%	3.5%	Sig. increase
	Other	14.3%	7.7%	Sig. increase

- There are significant differences between the Medicaid Child general population and the Quality Compass benchmark for member demographics in the Respondent's Gender, Respondent's Age, Respondent's Relationship to Child, Respondent's Education, Child's Duration with Plan, Child's Health Status, and Child's Race/Ethnicity.
- Key drivers are those health plan service areas that are positively tied to the overall rating of the health plan. Depending on how HealthChoice health plan composite percentile rankings compare to Quality Compass 2005 (Medicaid Child), The Myers Group provides the following information for use in developing HealthChoice action plans:

Strengths (Market & Maintain)

The following plan service areas are *Key Drivers of Overall Satisfaction* among your health plan members. When compared to the 2005 CAHPS® Booklet (Medicaid Child) mean score your Summary Rates for these areas are significantly higher and are considered strengths of the HealthChoice Aggregate:

	<u>Summary Rate</u>
Customer Service	76.1%
How Well Doctors Communicate	92.5%
Getting Needed Care	81.2%

Medicaid Child (CCC Population) Results

- The Medicaid Child CCC population results show no significant changes in the four Rating questions.
- The Medicaid Child CCC population results show no significant score changes in the five composite areas when compared to 2005.
- There have been significant changes between 2006 and 2005 Medicaid Child CCC population demographics, specifically in the Respondent's Education, Child's Duration with Plan, Child's Age, and Child's Race/Ethnicity.



Demographics - Medicaid CCC Child		2006	2005	Significant Testing
Respondent Education	High School Graduate or less	55.6%	58.8%	Sig. decrease
Child's Duration with Plan	2 to 5 years	39.8%	43.6%	Sig. decrease
Child's Age	0 – 4 years	19.0%	16.5%	Sig. increase
	14 or older	28.3%	33.0%	Sig. decrease
Child's Race/Ethnicity	White	41.6%	53.1%	Sig. decrease
	Black/African-American	41.3%	38.3%	Sig. increase
	Asian	3.4%	1.7%	Sig. increase
	Other	13.7%	6.9%	Sig. increase